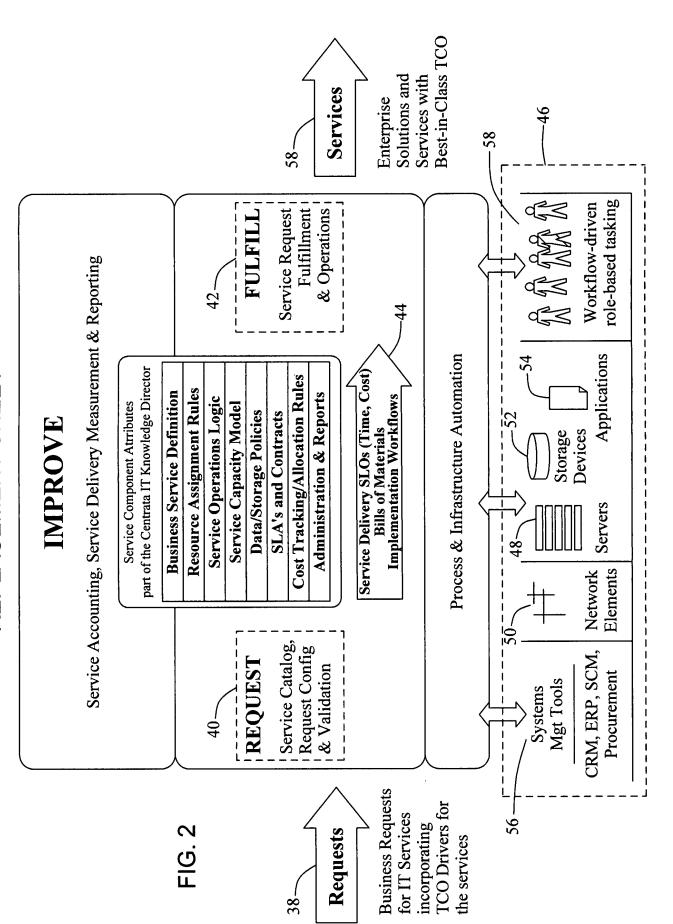
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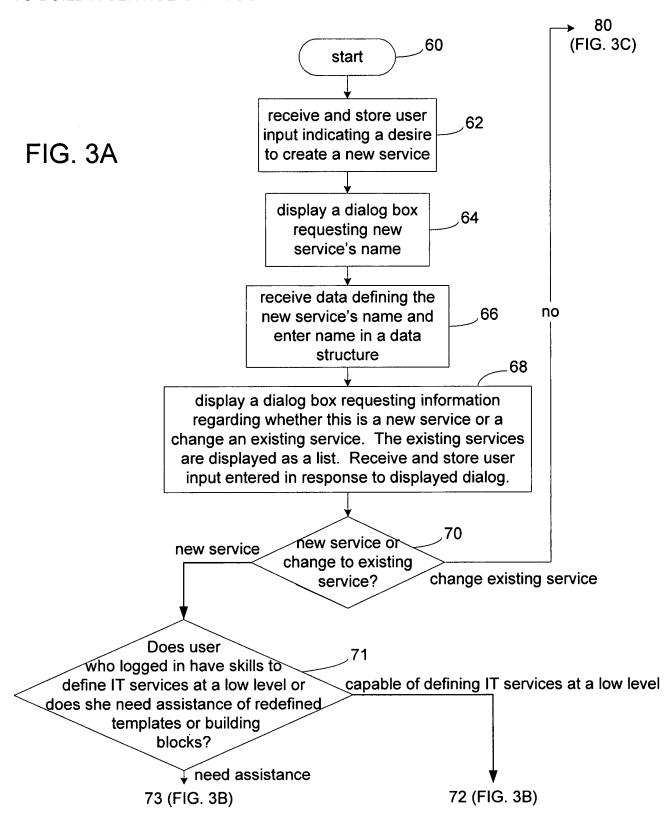
REPLACEMENT SHEET

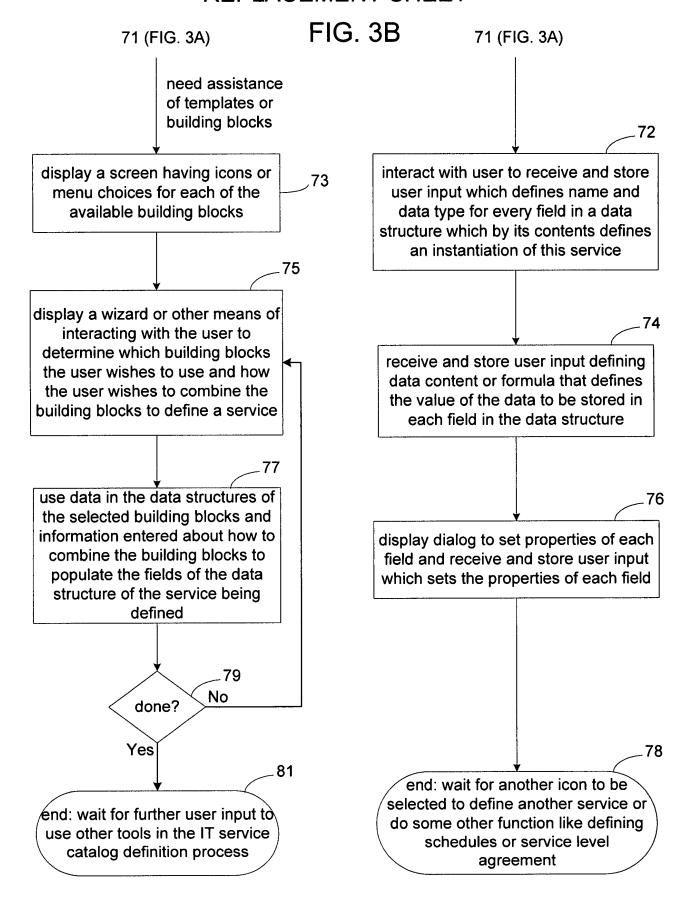
Centrata IT Services Catalog (Reference Implementation)

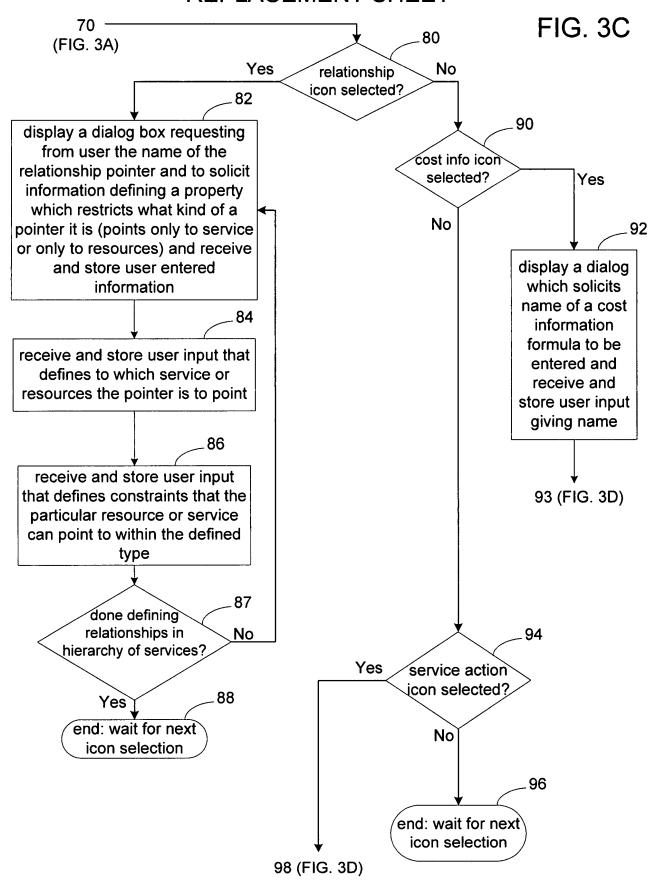
II Service Requestor	questor	Application Development	Application Dev. and IT	Application Dev. and IT	IT Operations	business Units & IT Operations
	End User Organizations	& Support	Operations	Operations		5
End User		717	716	<u></u>	. 720	77
Employee Services	Application Services	Application Environment Services	Compute & Storage Services	Network & Security Services	Telecom Services	Facilities Services
					TT Telecom	II
IT Operations	Application	IT Datacenter Operations	IT Datacenter Operations	IT Network Operations	Operations	Operations
(Support)	& Support 26		30	32	34 TI Servi	IT Service Fulfiller —36
"New Employee"	● Financial Apps	• Production	◆ App servers	● WAN Routers	● PBX	Office setup Office moves
Email Account	• CRM Apps	package apps	• File servers	• Core Switches	• VoIP	Datacenter setup
Password reset	 Decision Support 	• Production	DASD storage	LAN Switches	• Phones	Datacenter
Printer setup	Custom Web Apps	environment for	NAS storage	Firewalls	Calling Cards	relocation
Desktop computer	 App configuration 	custom apps	Backup	DNS Servers	Audio Conference Space mgt.	Space mgt
Telephony	Output Mgt	• Stage	Cluster config	 Directory Servs. 	• Video	r irgalcai uisastei
Voicemail	Job scheduling	environments	Internal servers	Intrusion detect	Conferencing	recovery
FAX	App support	Development	App monitoring	• VLAN/RAS	Voice network	
Application Access	App tuning	environments	Sys monitoring	Authentication	• Carrier	\ \(\)
VPN access	 App upgrades 	Stress test	Storage	• ISP Access	connection	_ <u>5</u>
Desktop training	App training	environments	redundancy	Bandwidth		

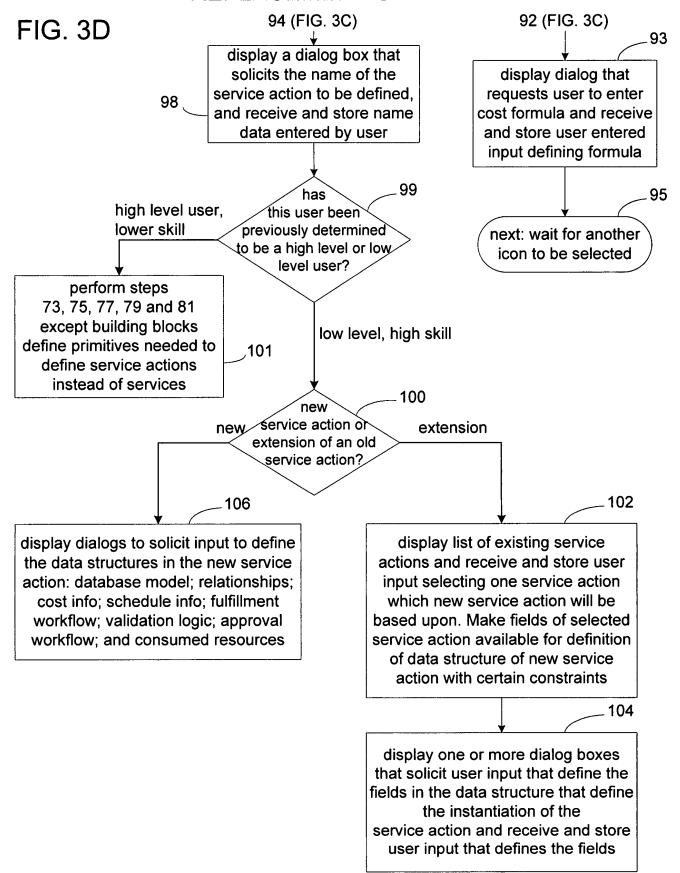


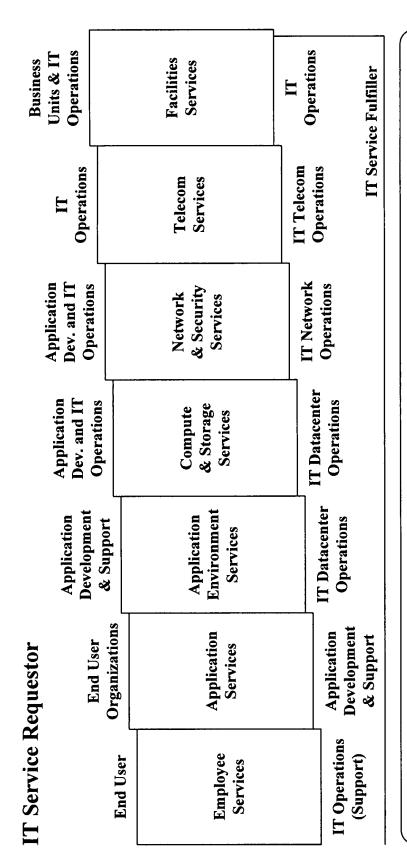
PROCESS CARRIED OUT BY A COMPUTER TO INTERACT WITH AN IT PROFESSIONAL TO BUILD A SERVICE CATALOG











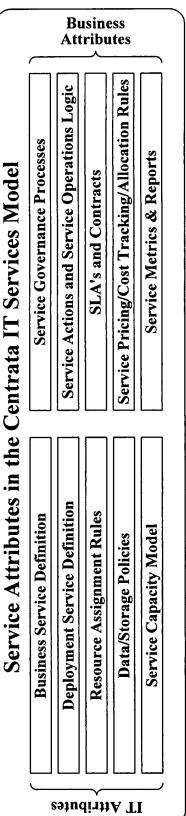


FIG. 4

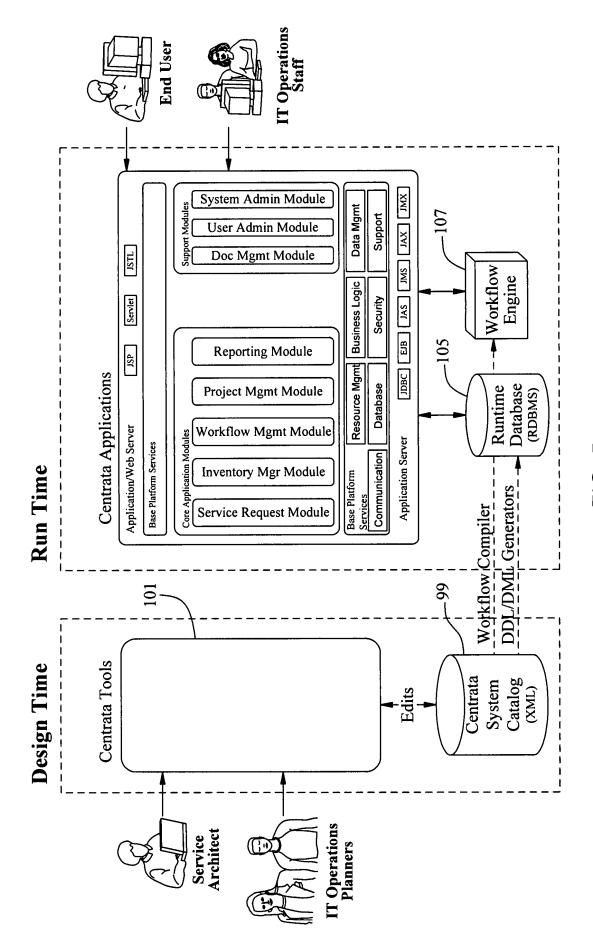
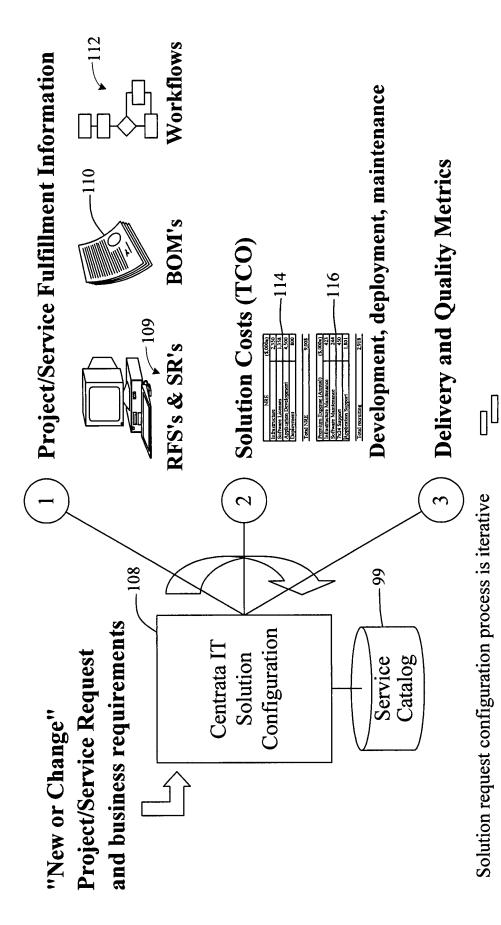


FIG. 5

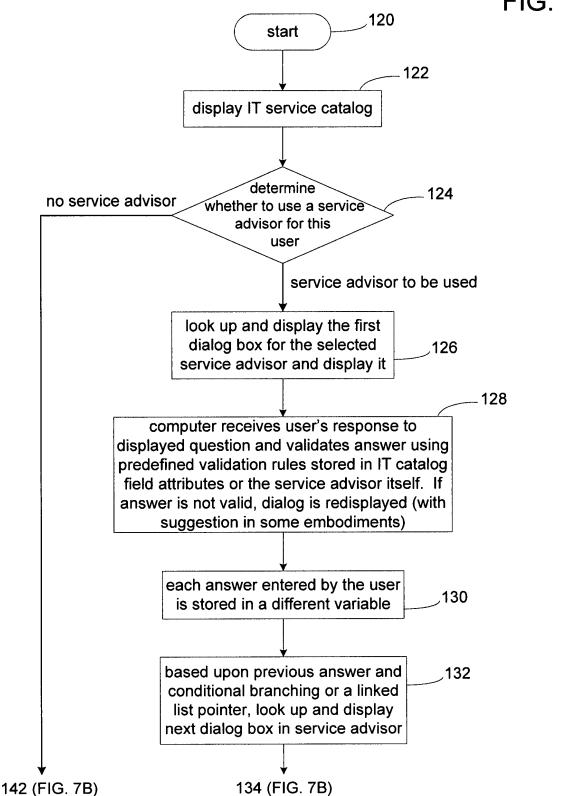


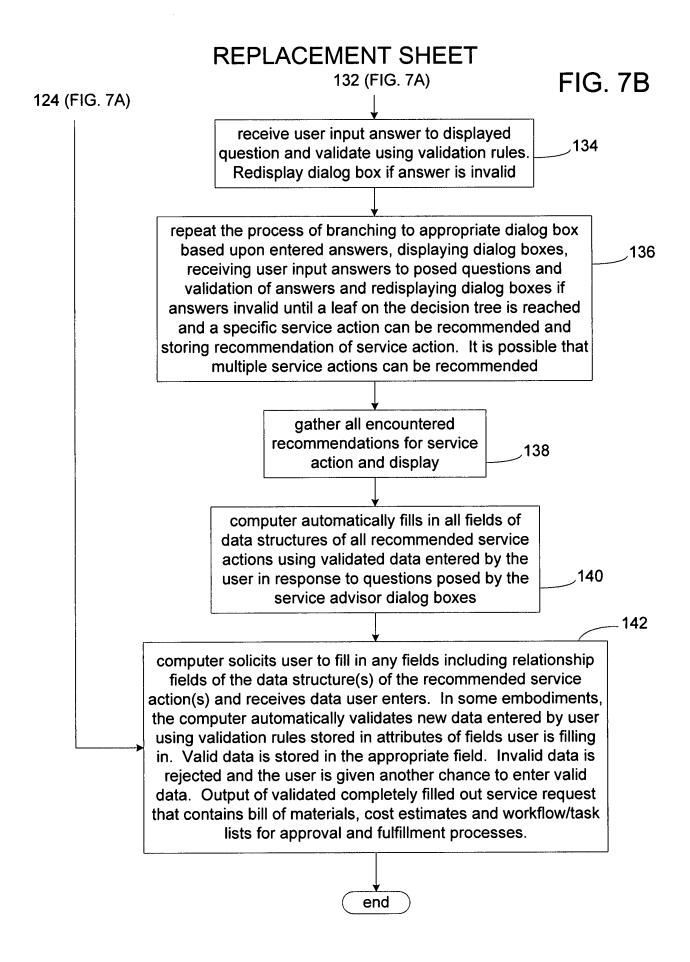
Six Sigma and other project governance and delivery metrics Each output type can be fine-tuned by changing configurations and their associated cost & risk Side-by-side comparisons of alternative request configuration parameters profiles are provided

FIG. 6

CONFIGURATION PROCESS TO RECEIVE AND VALIDATE USER REQUESTS FOR IT SERVICES AND CONVERT THEM TO SPECIFICATIONS FOR A FULFILLMENT PROCESS

FIG. 7A





THRESHOLD APPROVAL PROCESS TO OBTAIN MANAGEMENT APPROVAL FOLLOWED BY FULFILLMENT PROCESS TO GENERATE WORKFLOWS TO BRING INSTANCE OF REQUESTED SERVICE INTO EXISTANCE

